

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



August 6, 2003

TC LETTER: 03-08

CHILD SUPPORT TRAINING COORDINATORS

SUBJECT: CHILD SUPPORT ORIENTATION MATERIAL

The Child Support Program Orientation (CSPO) curriculum is a reality and the CSPO Training for Trainers event was very successful. Based on the evaluations received from the training, the Statewide Training Team, Core Curriculum Lead Trainers and the subject matter experts who worked on CSPO should be very proud of what they have accomplished.

The purpose of this letter is to provide local child support agency (LCSA) training coordinators with guidance and an offer of assistance from the Department Of Child Support Services (DCSS) Training Unit in implementing CSPO training in your LCSA or region.

First, we encourage you to share CSPO with your agency management and supervisory staff by presenting the CSPO Overview to them. At a minimum, the Overview should include the Big Picture and Customer Service topics. (You may, however, include additional CSPO topics in the Overview based on your agency's specific needs.) We believe management and supervisory staff will find these topics especially valuable, as the curriculum incorporates new regulations and policies, as well newly standardized processes, procedures, forms, and terminology.

While, the entire CSPO must be provided to all new staff within their first 3 months of employment, the LCSA should also consider how the CSPO product can best be used to supplement the agency's current training program. You may decide to provide the Overview, an expanded Overview or the entire CSPO curriculum to all staff. The decision on how to use CSPO should be based on your agency's specific needs. It is suggested, however, that LCSAs consider their current performance goals and Quality Assurance and Performance Improvement (QAPI) plans in determining CSPO training needs.



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For energy saving tips, visit the DCSS website at
www.childsup.cahwnet.gov

To assist local agencies with their CSPO rollout, DCSS has established a CSPO Point of Contact (POC) for requests for assistance or information about CSPO. Depending on the need, members of the Statewide Training Team, some of which provided the CSPO training in June, are available to provide on-site assistance. Simply complete the "Request for Training Assistance DCSS Child Support Program Orientation" form for CSPO training support and send it to Tara Goodman, CSPO POC.

We encourage each LCSA to work with its regional training team in planning the rollout of CSPO. We would also like to be informed when your agency schedules its first delivery of CSPO to new staff. Sharing resources and lessons learned will help extend the effectiveness of everyone's training programs. Please contact the Tara Goodman, CSPO POC, via the e-mail address noted below. It is not necessary to notify the POC when scheduling the CSPO Overview course, though the POC is available to answer questions about Overview training as well.

Each LCSA Training Coordinator can expect to receive a copy of the "CSPO Master" package by mail soon. The CSPO Master package includes a copy of the Participant Resource Guide, Trainer Guide, the Office of Child Support Enforcement video "Securing The Future" (the video will be sent to LCSAs who have been identified as not currently maintaining a copy), CSPO Curriculum Instructions, and an updated version of the CSPO CD.

If you have not received your master package by August 30th, or if you have any questions, please contact Tara Goodman, CSPO POC, at (916) 464-5484 or tara.goodman@dcss.ca.gov.

Sincerely,



SHAR SCHROEPFER, Chief
Policy Branch

Attachments

cc: IV-D Directors
Training Advisory Committee

Request for Training Assistance DCSS Child Support Program Orientation

Priority For DCSS Use Only
High
Medium
Low

Date:

Training
Coordinator:

LCSA:

Region:

Phone #:

E-Mail:

1. What are the proposed delivery dates of the CSPO presentation?
2. What is the proposed duration of the CSPO course? (Please specify in days and hours)
3. What is the proposed class size?
4. How many trainers do you plan on using?
5. How many trainers are DCSS certified?
6. How many trainers are CSPO certified?

7. What type of training assistance is being requested? (Please check all that apply)

Delivery of Topics

Mentoring/Certifying Other Certified Trainers for CSPO

Training Plan for CSPO Implementation

Preparation of Materials

Incorporating LCSA Information/Merging Current Orientation Program

CSPO Overview (Management Level Course)

Technical Assistance:

PowerPoint

Word

Other

Curriculum Questions

Feedback on Presentation Skills

Other:

For each item identified in #7 above, further elaborate on the type of assistance needed, including who needs the assistance. (e.g., specific trainer(s), LCSA, Region, etc.)